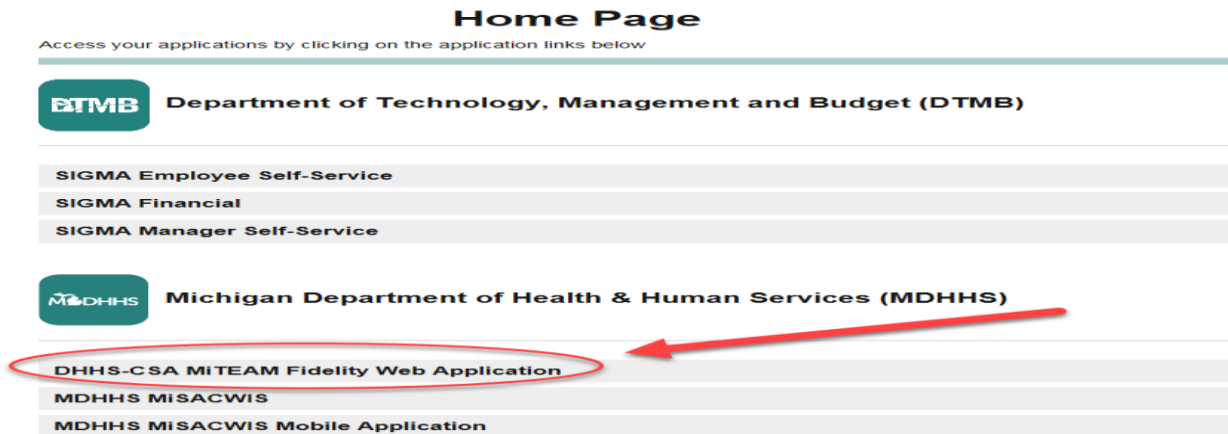


## Supervisor: Accepting or Rejecting a Case

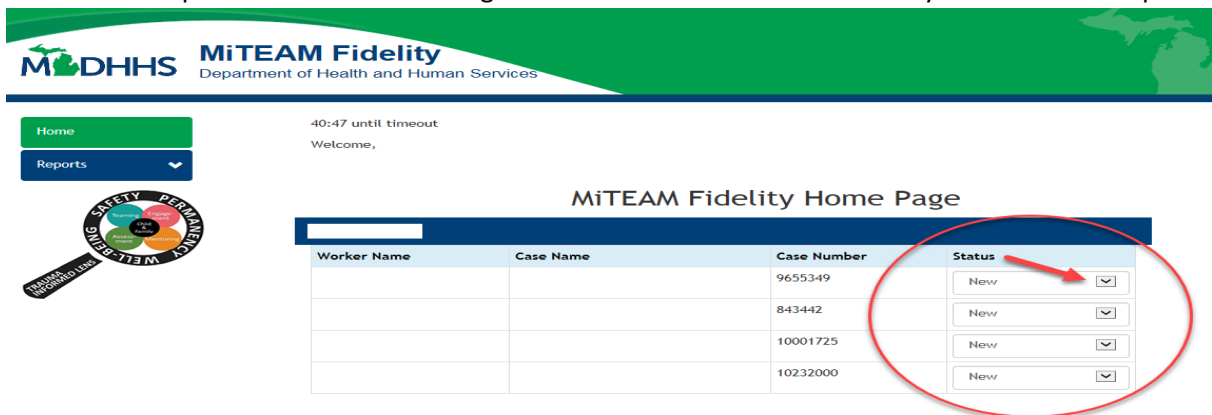
Once you have confirmed that a MiTEAM Fidelity Tool can be completed on the randomly selected case, you will need to “Accept” it on the MiTEAM Fidelity Web Application. Sometimes there may be extenuating circumstances in which a MiTEAM Fidelity Tool cannot be completed on the randomly selected case and you will need to “Reject” it in the MiTEAM Fidelity Web Application. Please see instructions for both options below.

### Accepting a Case for MiTEAM Fidelity Review.

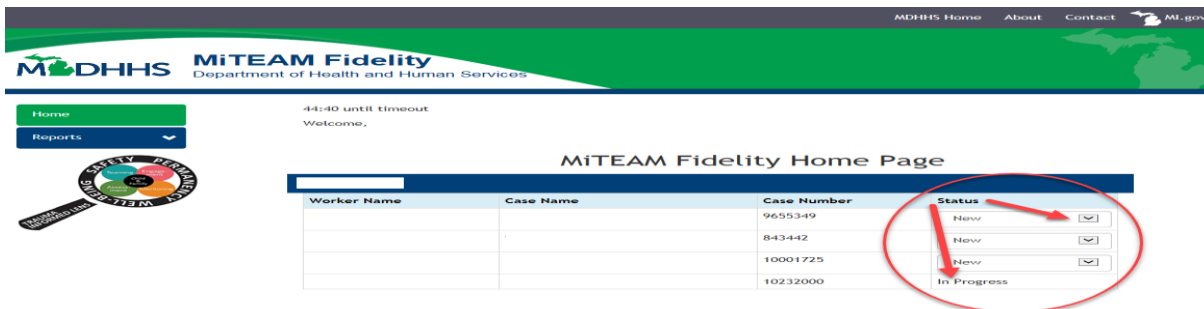
1. Click on “DHHS-CSA MiTEAM Fidelity Web Application” link from your MiLOGIN Home Screen.



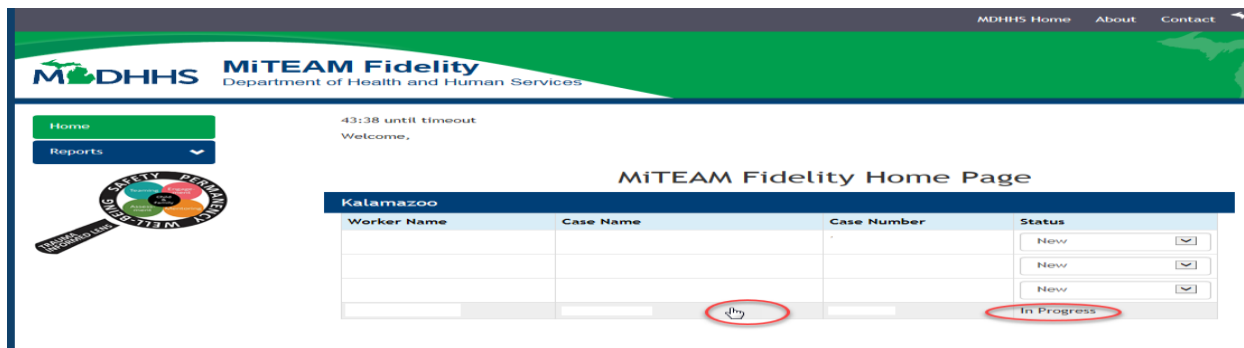
2. Your MiTEAM Fidelity Home Page will appear.
3. Select dropdown arrow in the far right “Status” column next to the case you want to “Accept.”



4. Select “Accept” from the options that drop down.
5. MiTEAM Fidelity Home Page will re-load.
6. Accepted case will change to “In Progress” in status column.

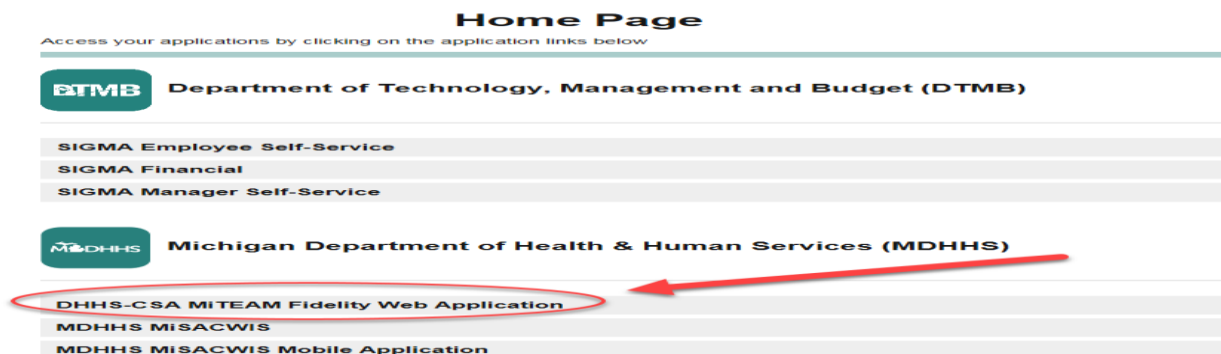


- Click anywhere on the row of an "In Progress" case to enter into the Survey Page sections of the MiTEAM Fidelity Web Application for that specific case. (Hover your cursor over the row. The row that you are selecting will be highlighted grey and the cursor will be a hand instead of an arrow).

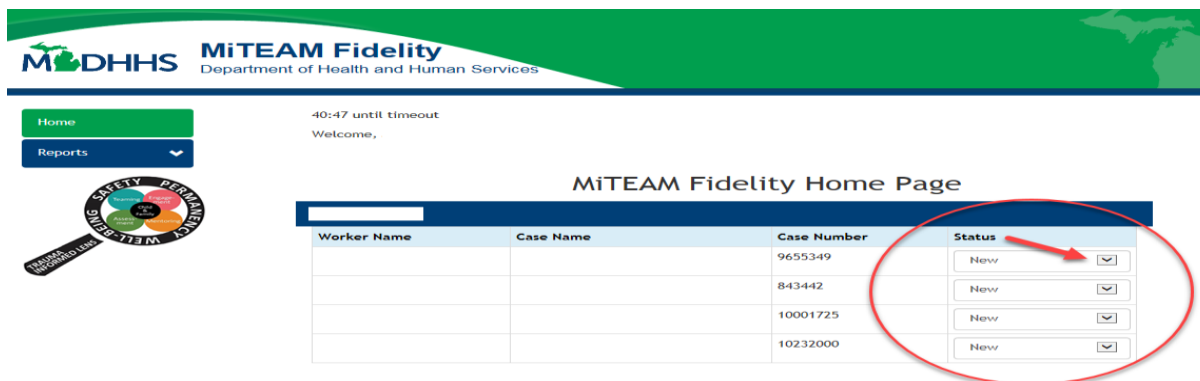


## Reject a Case for MiTEAM Fidelity Review

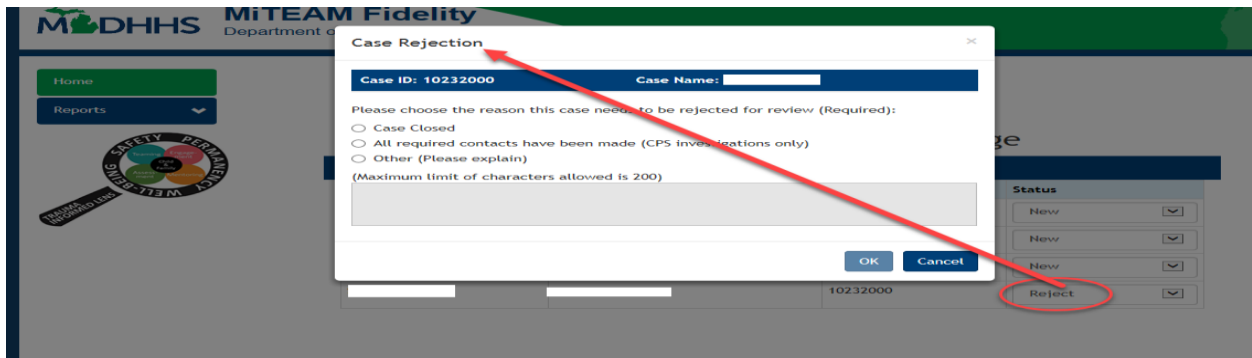
- Click on "DHHS-CSA MiTEAM Fidelity Web Application" from your MiLOGIN Home Screen.



- Your MiTEAM Fidelity Home Page will appear.
- Select dropdown arrow in the far right "Status" column next to the case you want to reject.



4. Select "Reject."
5. A "Case Rejection" box will appear on your screen.



6. Click one of the circles to select the reason you are rejecting the case for review.
7. If you select "Other," enter a narrative that explains your reason for rejecting the case.
8. Click "OK" in the bottom right corner of the "Case Rejection" Box.
9. If a new case is available, a new case from that worker's current active caseload will be randomly selected to complete a MiTEAM Fidelity Tool on.
10. MiTEAM Fidelity Home Page will re-load and the newly pulled case will appear in the row.

#### Important Notes about Rejecting a Case:

- Before "Rejecting" a randomly selected case, discuss the case with the worker to determine:
  - A plan to coordinate upcoming case contacts and/or activities for purposes of completing the MiTEAM Fidelity Tool.
  - If they closed the case after it was randomly selected.
  - If they are in the process of closing the case.
  - If all contacts have already been made on the case.
- If you think you need to "Reject" the case, determine if the cases that remain on the worker's caseload will be eligible to be selected by the MiTEAM Fidelity Web Application:
  - If yes, proceed and "Reject" the case.
  - If no, considering waiting until later in the quarter and "Reject" if/when a new case is assigned to the worker.
- Cases that are "Rejected" cannot be pulled back by an Administrator.
- Once a case has been "Rejected", it is not eligible to be selected for review by the application again until the next quarter. Therefore, if you "Reject" all cases on a worker's active caseload, the worker's name will disappear from your Home Page and you will be unable to enter MiTEAM Fidelity Tool data for that worker that quarter. (See "Procedural Instructions" Job Aids.)
- The same case is not eligible to be selected multiple times for review unless the primary worker changes. Therefore, if you "Reject" a case and the only case(s) left on the worker's active caseload already had a MiTEAM Fidelity Tool completed on it/them with that worker, the

worker will disappear from your Home Page and you will be unable to enter MiTEAM Fidelity Tool data for that worker that quarter. (See *"Procedural Instructions" Job Aids.*)

- A case that is active at the time that the "Reject" occurs may be selected even if it was not active at the beginning of the quarter.
- All "Rejected" cases and the reasons for rejection will appear on the Local Administrative Managers Case Rejection Report.